

**BY ORDER OF THE COMMANDER
512TH AIRLIFT WING**

512 AIRLIFT WING INSTRUCTION 10-101

20 NOVEMBER 2013



Operations

**UNIT CONTROL CENTER
RESPONSIBILITIES**

COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

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This Instruction implements Air Force Publishing Directive (AFPD) 10-2, *Readiness*. It provides guidance and procedures for the operation of the 512th Airlift Wing (AW) Group Control Centers (GCC) and Unit Control Centers (UCC). It is the intent of the 512 AW to participate to the maximum extent practicable with the 436 AW during all exercise or real world contingencies. To accomplish this goal, all organizations in the 512AW who control their own building, and/or entrance and exit points to their building, will follow this instruction to develop and staff a GCC and UCC. Refer recommended changes and questions about this publication to the Office of Primary Responsibility (OPR) using the AF IMT 847, *Recommendation for Change of Publication*; route the AF IMT 847s from the field through the appropriate functional's chain of command. Ensure that all records created as a result of processes prescribed in this publication are maintained in accordance with Air Force Manual (AFMAN) 33-363, *Management of Records*, and disposed of in accordance with the Air Force Records Disposition Schedule (RDS) located at <https://afrims.amc.af.mil>.

1. General. The 512th Airlift Wing responds promptly and properly to any contingency, both exercise and real world. Proper compliance with all directives from the Installation Control Center (ICC) to the 512 AW.

2. Responsibilities. For the purpose of operating a GCC and UCC, the following instructions apply:

2.1. During regular duty hours, activate all GCCs and UCCs when directed by the 512 AW/CC or ICC, or whenever a situation requires a response or participation of the Wing Operations Center (WOC), GCCs and UCCs.

2.2. 512 AW Operations Center will:

2.2.1. Act as an information conduit between the ICC and all 512 AW GCCs and UCCs.

2.2.2. Receive updates/compliance notices from the UCCs through the GCCs on Quick Response Checklist (QRC) implementation and/or actions taken in response to an emergency situation.

2.2.3. Direct GCCs and UCCs when to implement their portion of a specific QRC utilizing the WOC Message Traffic Checklist, GCC to UCC Checklist in Attachment 2 of this document.

2.2.4. Be responsible for sending unclassified Installation Control Center Communications (ICCCOMs) and other applicable unclassified message traffic Alerts, e-mail, phone, fax line, or runners to all concerned GCCs and UCCs.

2.3. 512 AW Operations Plans Officer will:

2.3.1. Be the OPR for the GCCs and UCCs and any QRC procedure questions, as well as publish guidance, before and after the exercise/real world events.

2.3.2. Be a member of the ICC when activated.

2.3.3. Provide a training program for all GCC and UCC members on procedures, duties and responsibilities.

2.3.4. Maintain and distribute a semiannual self inspection checklist for GCCs and UCCs.

2.3.5. Conduct annual exercises that test this Wing Instruction. Evaluate the WOC, GCC and UCCs and take corrective actions necessary to resolve discrepancies.

2.4. 512th Group Commanders (CC) will:

2.4.1. Ensure a viable and properly manned GCC/UCC structure and program is established and maintained for each group and unit, as required.

2.4.2. Appoint in writing, a primary and at least one alternate Group Control Center Monitor (GCCM) to manage the GCC program. One of these positions should be filled with a full time person. The Unit Deployment Manager (UDM) can be used as a Point of Contact (POC); however they should not be used for GCC manning during real world deployments, deployment exercises, or deployment inspections. Sufficient manning for the GCC will be trained and available in the event that the Deployment Control Center (DCC) is activated. Provide a current list of all trained GCC personnel to the WOC and update it upon personnel changes or as a minimum semiannually.

2.5. 512th Squadron Commanders will:

2.5.1. Appoint in writing, a primary and at least one alternate Unit Control Center Monitor (UCCM) to manage the UCC program. One of these positions should be filled with a full time person. The UDM can be used as a POC; however they should not be

used for UCC manning during real world deployments, deployment exercises, or deployment inspections. Sufficient manning for the UCC will be trained and available in the event that the Deployment Control Center (DCC) is activated.

2.5.2. Each squadron within the Operations Group (except Airlift Control Flight (ALCF) and Operations Support Flight (OSF) will provide three personnel to augment the WOC during any period when the ICC, GCCs and UCCs are activated. Ensure personnel complete training provided by the WOC.

2.5.3. Ensure specific written procedures for operating a UCC are established.

2.5.4. In a facility that's shared by more than one squadron/agency, ensure specific written procedures for operating a UCC identifies specific responsibilities for each squadron/agency and written procedures have been coordinated with each commander/agency chief.

2.6. WOC, GCC and UCC messages and information flow:

2.6.1. All agencies will utilize the e-mail organizational mailboxes.

2.6.2. The WOC will:

2.6.2.1. Activate all GCCs and UCCs when directed by the ICC or 512 AW/CC. Monitor the 436 AW ICC Enterprise Information Management (EIM) page <https://eim.amc.af.mil/sites/436icc/default.aspx> for ICC directed actions and QRCs to be accomplished. Monitor the 512 WOC EIM page "512 WOC Event Log" <https://eim.amc.af.mil/sites/436icc/512%20WOC/Lists/512%20WOC/512%20WOC%20Data%20View.aspx> for GCC reports of actions completion notices. Open and monitor the Wing Operations Center organizational mailbox.

2.6.2.2. Notify GCCs/UCCs of message traffic from the ICC when the EIM is not operational using alternate methods.

2.6.3. GCCs will:

2.6.3.1. Provide UCC activation status to WOC within 30 minutes after directed activation by entering "GCC and all UCC activated" in the 512 WOC EIM page "512 WOC Event Log". If all UCCs are not activated within 30 minutes provide updates every 30 minutes until all units are activated.

2.6.3.2. Monitor the 436 AW ICC EIM page <https://eim.amc.af.mil/sites/436icc/default.aspx> for ICC directed actions and QRCs to be accomplished. Monitor their UCCs actions using the 512 EIM Event Log for their group. When all units have completed any directed action enter an update on the 512 WOC EIM page "512 WOC Event Log". Open and monitor their organizational Group Control Center mailbox. Only contact the appropriate 512th leadership in the ICC directly when directed by 512 AW WOC or when unable to contact 512 AW WOC.

2.6.3.3. Update the WOC on completed actions of the group/units within 30 minutes from being tasked using the 512 WOC EIM page "512 WOC Event Log". If actions are not completed within 30 minutes provide updates every 30 minutes using the 512 WOC EIM page "512 WOC Event Log" until completed.

2.6.4. UCCs will:

2.6.4.1. Provide UCC activation status to their GCC within 30 minutes after directed by entering “[UNIT] UCC activated” in the 512 EIM Event Log for their group. Complete all ICC directed actions or QRCs within 30 minutes and enter a completion notice in the 512 EIM Event Log for their group. Actions not completed within 30 minutes are required to provide updates every 30 minutes until completed. If EIM is not operational respond to the GCC in whatever means their GCC directs.

2.6.4.2. Monitor the 436 AW ICC EIM page <https://eim.amc.af.mil/sites/436icc/default.aspx> for ICC directed actions and QRCs to be accomplished. Open and monitor their organizational Unit Control Center mailbox. Only contact the appropriate 512th leadership in the ICC directly when directed by the WOC or when unable to contact the GCC.

2.6.4.3. Update the GCC on completed actions or provide updates to actions every 30 minutes until completed using the 512 EIM Event Log for their group.

2.6.5. GCCs and UCCs:

2.6.5.1. Acknowledge receipt and implement applicable QRC items and/or emergency actions when directed by the ICC using the EIM.

2.6.5.2. Remain activated until WOC disseminates message to deactivate or until the end of the duty day. If a real world crisis requires continuous operation after normal duty hours, take necessary steps to obtain manning to continue operations.

2.6.5.3. Be responsible for securing their building, controlling entry/exit points and performing any other tasks or checklists as the situation dictates.

2.6.5.4. Notify the WOC if the GCC or UCC loses IWS Alerts, EIM Site connectivity, electronic-mail and/or fax capabilities. Use phone lines or runners as secondary means of communication.

2.6.5.5. Maintain a binder with current hard copies of all 436 AW QRCs located on the 436 AW/XP Intranet <https://eim.amc.af.mil/org/436awxp/QRCs/Forms/AllItems.aspx>.

2.6.5.6. GCCs have a runner available to pick up classified material from the 512 AW/WOC if required. All non-classified will be received by, EIM Site, E-Mail or fax line. Ensure runners have proper Joint Personnel Adjudication System (JPAS) security clearance document and are trained in proper handling of classified material.

3. Program Management. GCCM and UCCM will use this guidance in developing a Group and UCC.

3.1. The GCCM/UCCM should be the OPR for the GCC/UCC program within their organization. They will develop specific written procedures for internal operation of their GCC/UCC, manage the program, further define its scope and be the POC for the commander. The GCCM/UCCM will ensure implementation of the procedures in this instruction within their organization. The GCCM/UCCM should be a full-time person in the unit and not be the UDM.

3.2. Complete the self inspection checklist semiannually and provide a copy to the Chief of Operations Plans (OSF/OSTX).

3.3. One of the critical functions of the GCC/UCC will be to implement the QRCs as directed by the ICC. These checklists were developed to respond to a wide variety of situations and are written to cover every unit/function on the base. QRCs are very general in nature. The GCCM/UCCM should develop, if appropriate, a unit specific supplement to QRCs that covers any unique procedures for their facility needed to comply with checklist items. Attachment 3 Sample (Supplement to the QRC for the Unit Control Centers) is the suggested format to use when developing a supplement and is intended to clarify the steps listed in the QRC. A supplement does not relieve the group/unit from the responsibility of running the QRC.

3.4. The most often used checklists in the QRCs are 5-3, 5-4, 5-5, and 5-6. They are available on 436 AW/XP Intranet <https://eim.amc.af.mil/org/436awxp/QRCs/Forms/AllItems.aspx>. They address the required actions for each FORCE PROTECTION CONDITION level. These checklists deal, in a large part, with building and personnel security. Designate a central area to maintain the QRCs and brief key personnel on its location and use.

3.5. All 512 AW GCC/UCCs will use FORCE PROTECTION CONDITION and Shelter in Place signs that can be located on the 436 AW/XP Intranet <https://eim.amc.af.mil/org/436awxp/EM/Emergency%20Management%20documents/Forms/AllItems.aspx>. The unit will be required to post these signs during any exercise/real world event. Acquire enough of each to cover all entrances/exits to building.

3.6. Train commanders and selected personnel in the proper procedures for activating and operating GCC/UCC.

4. Required Items. The GCCM/UCCM will maintain the following publications and materials for use whenever the GCC/UCC is activated.

4.1. 512 AWI 10-101, *Unit Control Center Responsibilities*.

4.2. Unit Checklist Supplements to the QRCs.

4.3. AFI 10-245, 30 March 2009-AF Guidance Memo 2 August 2011, *Antiterrorism, AMC Sup1*, 1 May 2003, *DAFB Sup1*, 26 April 2004. *Air Force Antiterrorism AT Standards*

4.4. FORCE PROTECTION CONDITION Status Signs for all entrances/exits Including Entry Control Point locations.

RANDAL L. BRIGHT, Colonel, USAFR
Commander

Attachment 1**GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION*****References***

AFI 10-245, 30 March 2009-AF Guidance 2 August 2011, *Antiterrorism*, 21 June 2002, *AMC Sup1*, 1 May 2003, *DAFB Sup1*, 26 April 2004. *Air Force Antiterrorism AT Standards*

AFMAN 33-363, *Management of Records*, 1 May 2008

AFPD 10-2, *Readiness*, 30 October 2006

AMC I 10-202V1, *AMC Command and Control Operations*, 27 June 2011

Prescribed Forms

AF IMT 673, Air Force Publication / Form Action Request

AF IMT 847, Recommendation for Change of Publication

Abbreviations and Acronyms

AFI—Air Force Instruction

AFMAN—Air Force Manual

AFPD—Air Force Policy Directive

ALCF—Airlift Control Flight

AMC—Air Mobility Command

AW—Airlift Wing

AWI—Airlift Wing Instruction

CC—Commander

CCE—Wing Executive Officer

DAFB—Dover Air Force Base

DCC—Deployment Control Center

EIM—Enterprise Information Management

GCC—Group Control Centers

GCCM—Group Control Centers Monitor

ICC—Incident Control Center

ICCCOMS—Installation Control Center Communications

IMT—Information Management Tool

JPAS—Joint Personnel Adjudication System

OPLAN—Operations Plan

OPR—Office of Primary Responsibility

OSF—Operations Support Fight

POC—Point of Contact

QRC—Quick Reaction Checklists

RDS—Records Disposition Schedule

UCC—Unit Control Centers

UCCM—Unit Control Centers Monitor

UDM— Unit Deployment Manager

WOC—Wing Operations Center

XP— Plans

Attachment 2**AMC FORM 178, CCC CONTROL CENTER CHECKLIST**

Figure A2.1. AMC FORM 178, CCC Control Center Checklist.

1. CLASSIFICATION UNCLASSIFIED	2. DATE PREPARED (YYYYMMDD) 2011308	3. PAGE 1 OF 1 PAGES
4. CONTROLLER CHECKLIST TITLE AND NUMBER CBC# 512 AW CONTROL CENTER MSG TRAFFIC		
<p style="text-align: center;">CC ACTIONS</p> <p>_____ 1. Upon activation copy and paste the following link into Internet Explorer to open the 512 WOC page https://eim.amc.af.mil/sites/436icc/512%20WOC/default.aspx</p> <p>_____ 2. GCCs ONLY make entries in the 512 WOC Page, log click "512 WOC Event Log (Click here to enter data)"</p> <p>_____ 3. Under 512 WOC column type your GCC (example: MSG UCC).</p> <p>_____ 4. Tab to the "Title" column, Enter your message (example: ALL OG UCCs activated)</p> <p>_____ 5. Tab to "Modified By" column then hit ENTER</p> <p>_____ 6. Return to 436 ICC and monitor for future actions</p> <p style="text-align: center;">UCC ACTIONS</p> <p>_____ 1. Upon activation copy and paste the following link into Internet Explorer to open the 512 WOC page https://eim.amc.af.mil/sites/436icc/512%20WOC/default.aspx</p> <p>_____ 2. UCCs select their own GCC page from the menu bar Open the "GCC Event Log Viewer" (example: OG GCC Event Log Viewer, click here to edit in datasheet) UCCs make entries in their appropriate GCC Event Log (example: 709 UCC Activated)</p> <p>_____ 3. Under your group's GCC column click the next open block and use the drop down carrot to select your unit</p> <p>_____ 4. Tab the "Title" column, Enter your message (example: QRC 5-1 Completed)</p> <p>_____ 5. Tab to "Modified By" column then hit ENTER</p> <p>_____ 6. Return to 436 ICC and monitor for future actions</p> <p>ALL ICC DIRECTED ACTIONS WILL BE ACKNOWLEDGED AND ACTIONS COMPLETED WILL BE ENTERED USING THE EIM AS SHOWN ABOVE.</p> <p>Complete steps 2 - 6 above for all the following actions: Acknowledge GCC or UCC Activation Acknowledge ALL ICC directed actions or QRCs Enter completion information for all actions or QRCs</p> <p>ALWAYS RETURN TO THE 436 ICC PAGE TO MONITOR FOR FUTURE ACTIONS (HIT REFRESH FREQUENTLY) If you have two monitors you can keep both the ICC page and your appropriate Event Log Viewer constantly open on separate monitors</p>		
5. REFERENCES OFFICE PROCEDURES	6. CLASSIFICATION UNCLASSIFIED	

Attachment 3

SAMPLE OF SUGGESTED SUPPLEMENT TO THE QRC FOR UNIT CONTROL CENTERS

Figure A3.1. Sample of Suggested Supplement to the QRC for Unit Control Centers.

UCC SUPPLEMENT TO QRC 5-4

FORCE PROTECTION CONDITION BRAVO

POC: 512 OSF/OSTX

DATE: _____

REF: 436 AW Attachment QRC, 436 AW OPLAN 10-245

ITEM #	DESCRIPTION OF ACTION REQUIRED
<p>****POST FORCE PROTECTION CONDITION SIGNS ON ALL ENTRANCES/EXITS!!!</p> <p>1. INCREASE WALK AROUND INSPECTIONS INSIDE/OUTSIDE OF BUILDING. LOOK FOR SUSPICIOUS ACTIVITIES OR PACKAGES.</p> <p>2. PROVIDE INFORMATION TO ALL PERSONNEL ON EXERCISE/REAL WORLD STATUS WITHIN THE CONSTRAINTS OF OPSEC & COMSEC.</p> <p>3. DESIGNATE PERSONNEL TO MONITOR & INSPECT ALL INTERNAL MAIL/DISTRIBUTION DELIVERIES.</p> <p>4. BRIEF PERSONNEL TO CHALLENGE ANY SUSPICIOUS VISITORS. INSPECT ANY HAND CARRIED ITEMS.</p> <p>5. BRIEF PERSONNEL TO CURTAIL ON-BASE ACTIVITIES (CLUBS, MOVIES, ETC.) TO MILITARY ORIENTATED FUNCTIONS ONLY.</p> <p>****REVIEW 436th AW ISP 31-101, "FORCE PROTECTION CONDITION BRAVO".</p> <p>****IMPLEMENT REQUIRED ACTIONS FROM FORCE PROTECTION CONDITION ALPHA UPON COMPLETION OF THIS CHECKLIST. (IF NOT ALREADY ACCOMPLISHED) ****</p> <p>NOTIFY WING OPERATIONS CENTER (WOC) WHEN CHECKLIST IS COMPLETED.</p>	

DATE: _____ TIME: _____ INITIALS: _____

Note: THIS SUPPLEMENT DOES NOT REPLACE THE ACTUAL QRC.